

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:5881

ANSWERED ON:29.04.2015

INTERNET BROADBAND SERVICES OF TELECOM PSU S

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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the wireless internet and broadband services of the BSNL and MTNL are very poor viz-a-viz private service providers;
- (b) whether frequent break downs in the servers of both the PSUs are forcing the customers to switch over to the private operators for both mobile and broadband services which causes revenue loss to these PSUs;
- (c) if so, the details of the mobile and broadband connections of the PSUs surrendered and the losses incurred as a result thereof, State and operator-wise during the last three years;
- (d) whether consumers have to face the problem of weak signal of MTNL at many places in the periphery of Parliament also; and
- (e) if so, the immediate corrective measures taken by the Government to improve the signals of these PSUs?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the Quality of Service (QoS) benchmark parameters for basic service (wireline), cellular mobile telephone service, broadband service (wireline) and wireless data services through quarterly Performance Monitoring Reports (PMRs). These benchmark parameters are applicable for all the service providers including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL).

As per the Performance Monitoring Report for the quarter ending December, 2014 for broadband service, BSNL is meeting the benchmarks for all the parameters for its broadband services, except for the parameter 'Response time to the customer for assistance - percentage of calls answered by the operator (voice to voice) within 90second'. MTNL is not meeting the benchmark in both Delhi and Mumbai service areas for the parameter 'fault repair and service provisioning'.

(b)&(c) BSNL and MTNL have informed that no frequent breakdowns in servers for wireless internet and broadband services have been observed. Circle-wise details of broadband services added and disconnected during the last 3 years in respect of BSNL and MTNL are given at Annexure-I. Similarly, Circle-wise details of net addition/reduction of mobile connections during the last 3 years are given at Annexure-II.

(d) & (e) TRAI has reported that in the periphery of Parliament, all service providers, including MTNL, are facing coverage issues on account of problems in installing towers and installing in-building solutions. As informed by TRAI, drive test of the mobile network in these areas were conducted a number of times to identify the problem areas and to initiate action plan for addressing coverage in those areas. TRAI has further informed that it has been following-up with the service providers for improving service in these areas.

BSNL does not provide telecom service in Delhi License Service Area. MTNL is augmenting its mobile network to enhance coverage. MTNL is upgrading/expanding its existing mobile network by adding 1080 3G BTSs (Base Transceiver Stations) and 800 2G BTSs in Delhi and 1080 3G BTSs and 566 2G BTSs in Mumbai at a cost Rs. 1138 crores. MTNL is also in discussion with the New Delhi Municipal Corporation (NDMC) to identify sites where towers can be installed for better coverage and provision of telecom services.